

SERVICE BULLETINS

TV changes channel, volume or source by itself - ASC20101102002

FIX: Re-dress the function PCB wire harness correctly (check for pinched wires)

Version	Parts No	Short Description
ALL	BN44-00363A	Power PCB
ALL	BN81-04368A	T-CON PCB
ALL	BN94-02696B	Main PCB
ALL	BN96-14056D	Function & IR PCB
ALL	BN07-00873A	Panel
ALL	BN63-06543B	Back Bottom Cover
ALL	BN96-13127A	Rear Cover
ALL	BN96-13131A	Stand Guide
ALL	BN96-13133A	Stand Base
ALL	BN96-13332A	Front Cover
ALL	BN40-00164A	Tuner
ALL	BN59-01055A	Remote
ALL	BN96-12723R	LVDS Cable

HELP : 1-888-751-4086 (Tech Support)

GSPN

<http://gspn3.samsungcsportal.com>

PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

Power On Problems: (see page 2)

Video Problems: (see page 3.4)

Other:

HDMI Bleed-over

FIRMWARE

2/21/2011

(T-VALAUSC, 1035.0)

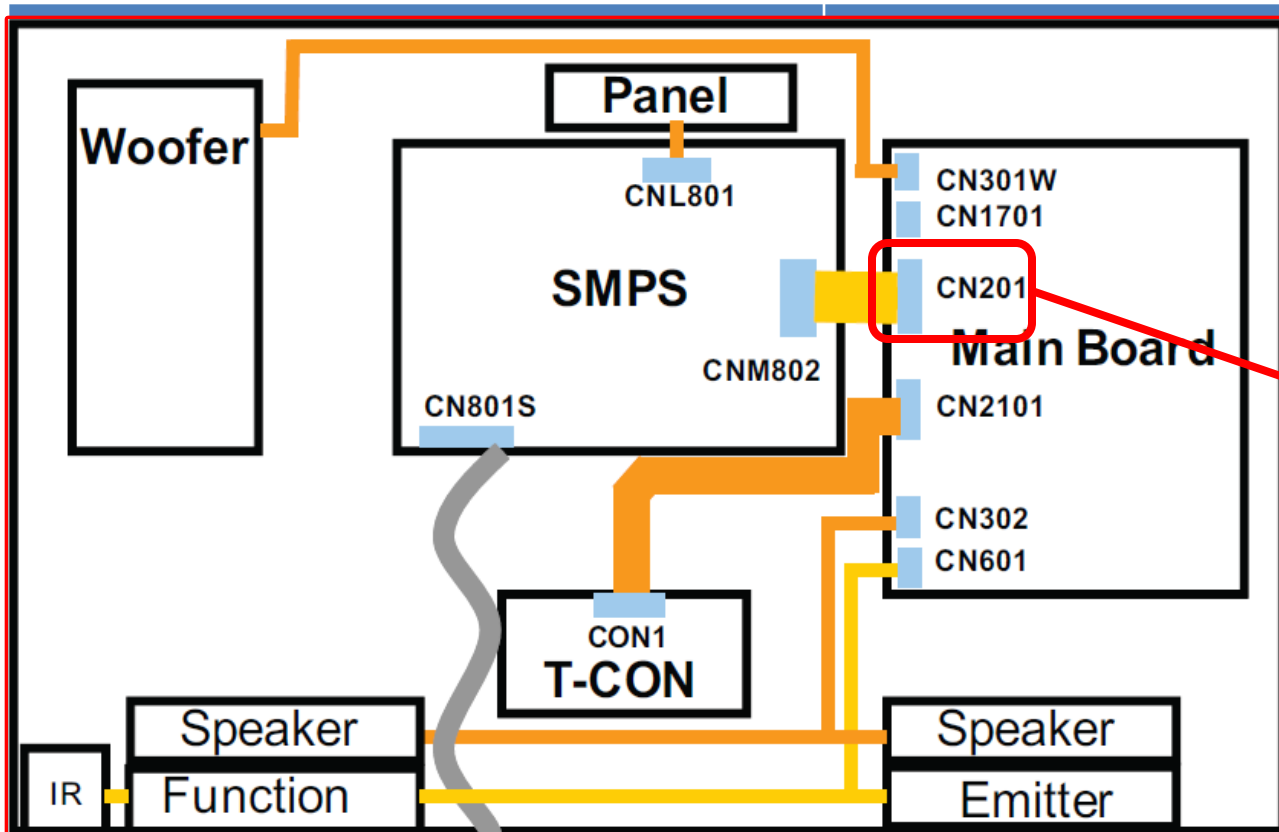
Reason: Support Netflix 2.1 and MLB.tv apps. Support new TV camera (Model: CY-STC1100). Add "3D Optimize" option on Menu for better 3D image.(Only LCD/LED TV)

Previous: 1032.0

Prevents :

- USB Power Overload' message pops up even USB port is not connected
- Plug & Play is displayed upon power up.

Verify Part Numbers are Current¹



CN 201			
1	12V	10	GND
2	NC	11	5.3V
3	12V	12	GND
4	BL ON	13	5.3V
5	12V	14	5.3V
6	NC	15	VAMP
7	GND	16	STBY
8	NC	17	VAMP
9	GND	18	PS_ON

Power On Sequence:

1. **Standby Voltages:** CN201-16 (5V)
2. **Power On** probable error on CN201-18 (P_ON/OFF)
3. **Low Voltage Supplies On** CN201- 1, 3, 5, 11, 13, 14, 15, 17
4. **Back Light Supply On** CN201 - 4

To Force Backlight On without Main Board :

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

- Customer Picture Test** (models available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source
(external DVD or Signal Generator)

2. Using Test Patterns in Service Mode

- **ENTER SERVICE MODE** -

- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.

Customer Remote

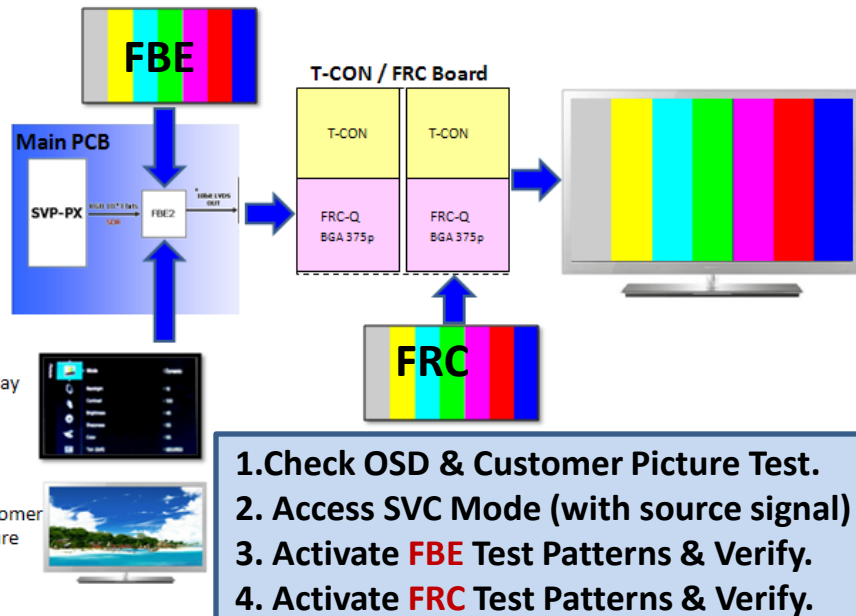
- Power off
- Mute, 182, Power

Service Remote

- Power On
- Info, Factory

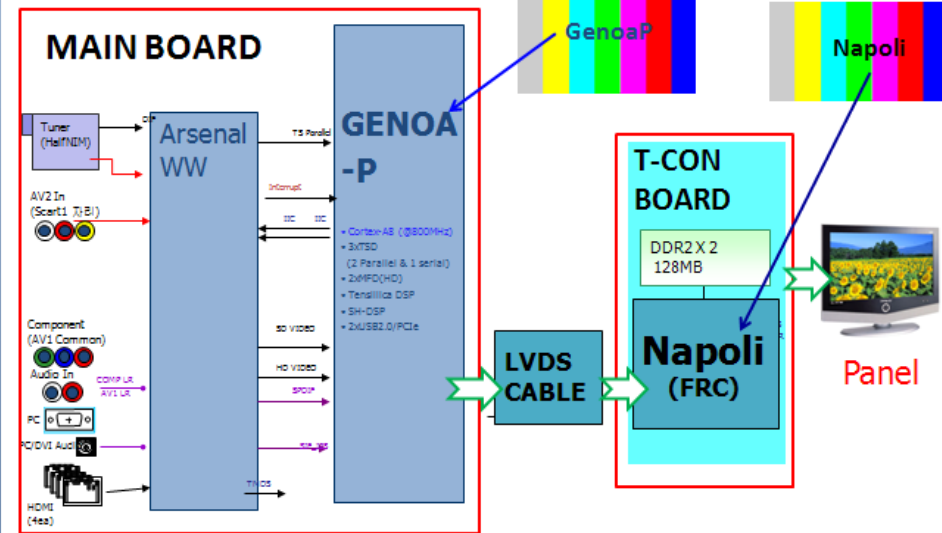
2010 Models

LCD Signal Path for Troubleshooting



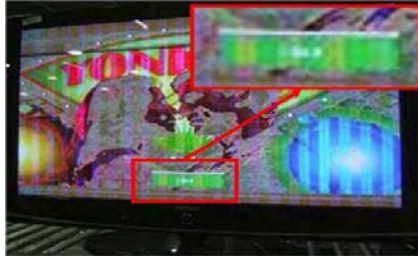
2011 LED 8000 Series

Verify Test Mode Signals



- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.
- Access Service Mode
- Access **SVC**
- Access **Test Patterns**
- Access **Genoa-P**
- Check Test Patterns
- If OK suspect input Source
- Access **Napoli**
- Check Test Patterns
- If OK and Genoa-P was not good
Suspect Main Board or LVDS Cable

ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors
Defective Main Board, LVDS,
or T-CON



Green lines or a green screen
defective main board , LVDS , or
T-CON.

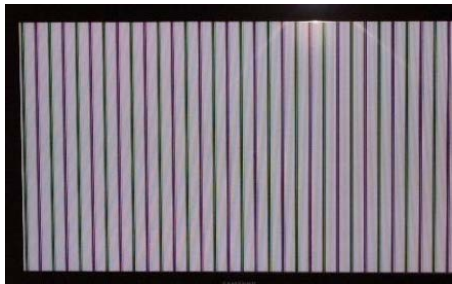


Original Image



Image on Screen

Pixelization can be caused by the main board
but is more commonly a source error



Vertical or Horizontal Lines :Defective
Panel likely but also T-CON, LVDS, or Main
Board. Use Test Patterns in Factory Service
Mode to determine error)

ALIGNMENTS:

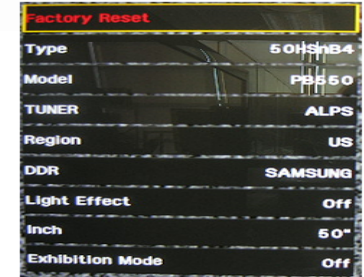
1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

Project	PB5G	PB5G	PB5G
Model	B550	B550	B550
Model Code	PN6B550T2FXZA	PN6B550T2FXZA	PN6B550T2FXZA
No.	ITEMS		
1	Factory Reset	-	-
2	Type	50FSpl4	58FNK1
3	Model	PB550	PB550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	55"
9	Exhibition Mode	Off	Off

Option Bytes



2. Check/Perform Firmware Upgrade for
all repairs.

3. Perform reset in Service Mode &
Plug and Play if Main board is replaced.

SPECIAL NOTES:

Inform customer of reset of all
Settings if Main Board or Panel is replaced.

Option											
Type	Model	Tuner	Region	DDR	Light Effect	Audio AMP	Ch Table	Country	Front Color	Local Set	Exhibition Mode
55A2UF8E	UC8000	SEMCO	-	-	ON	-	SAMEX	USA	W-Milky	-	-